


Welcome to the Department of Accounts' Airline Travel Card Cardholder Training.



## Agenda

- Purpose of the ATC Card
  - Policies and Procedures
  - Cardholder Responsibilities
  - Resources
  - NetService for Cardholders
  - Helpful Tips
  - Conclusion
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Here is what we will cover today.

## Purpose of the ATC Card


- New with GE MasterCard Contract
- Travelers do not have to wait for reimbursement



The ATC Program was introduced when the Commonwealth switched card providers from American Express to GE MasterCard in 2005. The purpose of the ATC Program is to ease the burden of an agency's travelers. If you have an ATC Card, it is because you are in a position where you will be processing multiple airline transactions for your agency or department. This card is to facilitate air travel so that individual travel cardholders do not have to use their individual travel card for the airline purchases and not be reimbursed until they have completed their travel, which can be months later.



## Policies and Procedures

- Official COV business-related purchases
  - ATC Card is used for Airline Purchases only.
  - Sign an Airline Travel Card Employee Agreement form.
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Your agency assumes ultimate liability for your ATC Card; therefore, you are not to make any purchases on your card that are not related to official state business.

The ATC Card is set up to only approve Airline Charges; therefore, any attempts at using the card anywhere else will be denied by GE MasterCard.

You will be required to sign an Airline Travel Card Employee Agreement form each time your card is renewed to enforce the rules you are agreeing to by holding a card.



## Policies and Procedures

- Cards are issued with your name and your agency's name on them
  - Cards will expire within 2 years
  - You will receive a monthly statement from GE
    - If you have no activity for the cycle you won't receive one
    - Sent to the address on file with GE
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Cards are issued with your name embossed on the card and your agency name. Your card will expire within 2 years of issue. You will receive a monthly statement from GE of your charges for the cycle period. If you do not have any activity for a cycle period, you will not receive a bill.

## Policies and Procedures

- Cycle Dates for 2007
  - January 16 to February 15
  - February 16 to March 15
  - March 16 to April 16
  - April 17 to May 15
  - May 16 to June 15
  - June 16 to July 16
  - July 17 to August 15
  - August 16 to September 17
  - September 18 to October 15
  - October 16 to November 15
  - November 16 to December 17
  - December 18 to January 15, 2008



Here are the cycle dates for 2007. You should keep these handy.

## Policies and Procedures

- Employee Agreement
  - Every ATC Cardholder signs an Employee Agreement
    - States the policies you adhere to as a cardholder
- Cardholder Changes
  - If you have a name change
    - Contact PA
  - Your address or phone number changes
    - Contact PA


Every ATC cardholder has to sign an Employee Agreement. This document spells out the rules that you must follow to avoid your card being suspended for an infraction or permanently cancelled.

Anytime you have changes to your cardholder account, you should contact your Program Administrator (PA). Your PA has been registered with the Department of Accounts and GE MasterCard as the only person authorized to make changes on your account. If you have a name change, you must provide to your PA legal documentation for them to verify your name has legally changed. Upon verifying the document, they can process a change to get your name updated on your account.

If you have an address or phone number change, please let your PA know. If you do not keep this information up to date, you will no longer receive your monthly statements and if there ever is any potential Fraud on your account GE will not be able to reach you.



## Policies and Procedures New for 2007

- Name changes
    - If your name changes due to marriage, divorce, etc
      - Legal proof must be presented to DOA BEFORE the name on the card can be changed
      - Or; an alert from your Human Resources Department who has proof of the legalized name change can be used
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If your name changes, after you have legally changed it with the Government you need to change your information at your Human Resources office. Also, in order to change your name on your ATC Card, your PA must view the legal document showing the new name. Or they can receive an alert from your Human Resources Department stating your name has been changed by them after viewing the legal documents.

If your name is miss spelled on your card, contact your PA and they can correct that for you.



## Cardholder Responsibility

- Keep card in secure, yet accessible location
- Monitor your activity
- No Card Sharing
- Retain official receipts for all charges made on the card.



We will touch on your responsibilities as a cardholder briefly but you should review CAPP Topic 20336 and soon to be released 20360 in depth for more detailed information on your duties and responsibilities.

You should know where your card is at all times. Store your card in a secure, yet accessible location.

Monitor your activity using NetService for Cardholders as well as your monthly statement.

Do NOT share your card.

You must retain all receipts for all charges that are made on the card.

## Cardholder Responsibility

- Travel Card statements are mailed monthly to the cardholder's address on file.
  - If you don't receive yours, please call 866-834-3227 ASAP
  - You will NOT receive a statement if there is not activity for that monthly cycle.
- The statement will show a variety of information:
  - Account number and name
  - Account Balance
    - Current and past due balances
  - New charges and other account debits
  - Payments received and any other account credits
- Sign up for NetService for Cardholders



You will receive a monthly statement from GE MasterCard with your current month's transactions. It will also show any other account debits and credits you may have had as well as payment information. You will not receive a statement if there was no activity for that cycle. If you do not receive your statement on time, you are to call the number on the back of your card immediately. Please verify your current mailing address is correct. It is highly encouraged for all cardholders to sign up for GE NetService for Cardholders which is GE MasterCard's online account access tool. From here you can print off an official statement. More information on this is in the Resources section coming up soon.

## NetService for Cardholders

- How to Enroll?
  - Cardholders may enroll via [www.genetservice.com](http://www.genetservice.com)
  - Use Agency number followed by 9's in SSN Field
- Cardholders can perform the following functions using NetService:
  - View and Print Statements
  - View and Print Billed and Unbilled Transactions
  - File Disputes

GE's NetService for Cardholders is available for cardholders to manage their ATC card accounts. When registering your ATC Card for NetService, you will need to use your agency number followed by 9's in the Social Security Number Field. For example, if you are with agency 150, you would enter 150999999 as your SSN.

NetService provides the capability to print your statement information for up to 12 months into an Excel format. The website is available 7 days a week, 24 hours a day. It is highly encouraged for all cardholders to register for this tool. If you have an ATC Card and a Small Purchase Charge Card, you can have both of your cards under one NetService user id to make it easier for you to monitor your purchases.

You can also dispute a transaction online. Disputes filed online are generally reconciled 2 weeks faster than if it is mailed or faxed.

## Resources

- Agency Travel Program Administrator
  - Designated by Agency Head
- DOA contact information:
  - 804-371-4350
  - [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov)
- GE Customer Service
  - 866-834-3227
- CAPP Topic 20336
- CAPP Topic 20360 – Coming Soon


Your Agency Travel Program Administrator should be your first point of contact. If your Program Administrator is not sure of an answer, you can also contact DOA. You can reach DOA via phone or email.

If you have not received your statement or have any other questions regarding your account, you can contact GE Customer Service.

Refer to CAPP Topic 20336, which will have a new topic 20360 just for travel cards (issued in 2007) to ensure you are adhering to all of the guidelines.



## Cardholder Resources

- Monthly Statement
  - NetService Cardholder Access
  - 24 hour customer service
    - 866-834-3227
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GE Master Card provides you as a cardholder with a monthly statement to assist you in your reconciliation of charges. This statement represents the official documentation needed to complete your monthly reconciliation. A statement is not sent if there is no activity for the cycle period.

NetService is GE MasterCard's online tool that provides cardholders with up to date information on their account. A NetService for Cardholder guide can be obtained from your Program Administrator.

Cardholders can call the number on the back of their card for access to Customer Service 24 hours a day, 7 days a week.

## HELPFUL TIPS



Now we are going to provide some helpful tips.

## DO NOT Fax or Copy a Card

- Never Fax a copy of your card or your card number
- Never make a photocopy of a card!
- Consider alternatives



Never fax your full card number. Faxing is the same as leaving your card lying around, you can't guarantee that the fax will end up in a secure location where only the intended recipient can access it.

Never make a photocopy of a card – if this gets in the wrong hands they will have everything the need to shop 'til they drop!

Explore other alternatives.

## Maintain A Log

- Maintain a “Log” as Purchases are Made
- Maintained records for reconciliation to Cardmember Statements
- Be on the lookout for Disputed or Questionable Charges



As a cardholder, when you make a purchase you need to maintain a log of what is bought, when you bought it, from whom, how much it cost, 1099 reportability, receipts, etc. The logs will aid you in the reconciliation process at the end of each card cycle.

If the log is kept up to date, you will have time to contact the vendor if a receipt or other pertinent information is missing.

Be sure to read the CAPP Manual to learn the difference between disputed (questionable) charges and fraudulent charges, as well as how they are to be handled.



## Conclusion


- Training will be a requirement each time the ATC card is renewed
- Monitor your activity
- Your ATC Card is for Airline purchases ONLY!



Just a few points we want to emphasize. Training will be required each time your ATC card is renewed.

It is important to monitor your activity regularly. It is recommended to review your activity online at least once a week.

Remember that your ATC card can only be used for Airline purchases. All other vendors will be declined.

- You have completed the
  - annual ATC cardholder training
  - Please email your Agency Program Administrator with the word below to obtain credit for taking the training.
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## Hawaii

